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EXHIBIT 13

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 Subject: Reminder

Team,

I have been hearing some different interpretations of our policy on start times recently and would like to take a minute and restate the policy. The expectation is that your workstation is powered up, you are logged on to the necessary applications, and you are in an available state on your phone at your start time. The call center environment requires strict adherence to the schedule. Many hours are put into studying inbound call patterns and developing shifts/start times. If individuals on this Team are making independent decisions as to when they go available, we are in effect out of control with little hope of taking care of our customers in a timely manner. I am actively monitoring this policy for adherence and ask that you come forward to management quickly with any questions, comments, or concerns.

Thanks Team,

George

*****New MapQuest Local shows what's happening at your destination.
 Dining, Movies, Events, News & more. Try it out
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